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**Replacement/Continuation Total Care**

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## REPLACEMENT/CONTINUATION TOTAL CARE

The 'Total Care' programme gives you all-round protection that is worthy of one of the world's finest marques. We want you to feel happy and assured that whether you are driving for business or pleasure - in the UK or around Europe - you are covered by an unrivalled range of services, 24 hours a day.

To enable you to obtain lasting pleasure and reliability from your vehicle it is important to have it serviced at the recommended service intervals.

On the Scheduled Maintenance Record pages is the facility for your Jaguar Dealer to provide a Full Service History by recording the dates and distances at which the service intervals were performed.

### **Jaguar 'Total Care' means complete peace of mind**

The Jaguar 'Total Care' programme helps protect the investment you have made in your car. You can be confident that for years to come, the style and performance of the marque is guaranteed.

### **Listening to your needs**

We did not decide which services should be in our 'Total Care' package, we listened to Jaguar and Daimler drivers and acted on their advice and guidance. From repairing bodywork to roadside repairs abroad - our unrivalled 'Total Care' programme has it covered.

### **A dedicated dealer network**

Across the UK authorised Jaguar Dealerships are staffed by the very best technicians. All Jaguar Service Departments and Approved Bodyshops use state-of-the-art equipment to provide fast, reliable repairs.

## 14 Vehicle warranty

### Vehicle warranty statement in other countries (continued)

#### Aos concessionários Jaguar

No caso do veículo a que este Registo de Assistência se refere necessitar de reparações urgentes nos termos da Garantia inerente ao veículo e que afetem as suas condições de trabalho e funcionamento seguro, solicita-se que forneçam tais serviços gratuitamente. A reclamação ao abrigo da garantia deverá ser apresentada ao Importador Jaguar da forma habitual. Se houver necessidade de cobrar a conta ao cliente, deverá ser-lhe entregue uma factura indicando a reparação efectuada e as peças individuais utilizadas. Sempre que possível, entregue ao cliente as peças substituídas.

O cliente poderá ter de pagar se este livreto não for apresentado ou se estiver incompleto. Quando existirem dúvidas relativas à validade da Garantia do veículo identificado neste livreto, a oficina reparadora deverá contactar o seu Importador/Jaguar Cars para confirmação da validade.

#### Al Concessionari Jaguar

Se la vettura cui si riferisce il presente Attestato di servizio ha bisogno di riparazioni in garanzia aventi carattere d'emergenza in quanto influiscono sulle condizioni di guida o sulla sicurezza di marcia, siete tenuti a prestare gratuitamente l'assistenza necessaria. Successivamente potrete inoltrare la domanda di rimborso spese all'Importatore distributore della marca secondo le consuete modalità. Se ritenete necessario addebitare il lavoro al cliente, dovrete fornire allo stesso una fattura con la descrizione dettagliata delle riparazioni eseguite e dei ricambi usati. Se possibile, i pezzi che sono stati sostituiti andranno consegnati al cliente.

Il cliente potrebbe trovarsi addebitato il pagamento se il presente manuale non viene esibito oppure non è completo. Se esistono delle perplessità sulla validità della garanzia del veicolo identificato nel presente manuale, il concessionario che effettua la riparazione deve contattare l'Importatore o la Jaguar Cars per chiarimenti sulla validità.

#### A los concesionarios Jaguar

Si el vehículo al que se refiere este Registro de servicio necesitara reparaciones de emergencia bajo los términos y condiciones de la Garantía que afecten a su funcionamiento o seguridad de uso, deberán proporcionar dicho servicio gratuitamente. El reembolso deberá solicitarse a su distribuidor de la manera habitual. Si tuvieran ustedes que cobrar al cliente, deberán entregarle una factura donde se indique la reparación realizada y las piezas desechadas empleadas. Siempre que sea posible pongan las piezas descartadas a disposición del propietario del vehículo.

Es posible que se cobre el importe de la reparación al cliente si no presenta este libro o si está incompleto. Cuando exista alguna duda respecto a la vigencia de la garantía del vehículo identificado en este libro, el concesionario que efectúe la reparación debe ponerse en contacto con su importador o Jaguar Cars para la clarificación de su validez.

## Immediate help

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### Emergency assistance

#### For immediate HELP in the UK:

Make a note of your exact location, the number of the phone you are using, the Jaguar model, the vehicle registration number and a description of the problem.

For further details of your full entitlements and benefits see page 4.

Dial **0800 246 844** and talk to the Jaguar Incident Manager. Remember to press the \* symbol if dialling from your car phone.

Keep your Jaguar 'Total Care' Card with you for identification.

### European emergency assistance

#### For Immediate HELP abroad:

Make a note of your exact location, the number of the phone you are using, the VIN and date of sale of the vehicle, see page 1, the Jaguar model, the vehicle registration number, colour of vehicle and a description of the problem.

For further details of your full entitlements and benefits see page 6.

Dial the UK on **+44 20 8686 1666** and speak to the Mondial representative.

Keep your Jaguar 'Total Care' Card with you for identification.

### 3 year (60,000 miles) vehicle warranty and corrosion (perforation)/paint surface warranties

#### If you require attention under the warranty arrangement:

Contact an authorised Jaguar Dealer.

For further details of your full entitlements see page 8.

Provide him with full information about the nature of your concern.

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## Vehicle identification 1

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Tel. No. \_\_\_\_\_

Should you need to discuss any aspects of Service with your Dealer or Jaguar Cars Limited, always make sure you quote the Vehicle Identification Number. This information is essential to identify the model correctly, its specification and any parts required.

V.I.N. 

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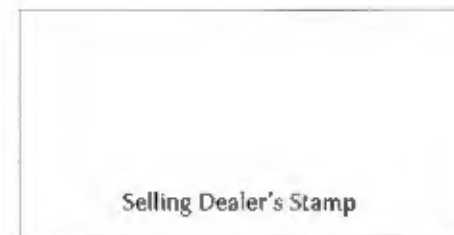
Vehicle Type \_\_\_\_\_

Reg. No. \_\_\_\_\_

Engine No. \_\_\_\_\_

Date of Handover \_\_\_\_\_

I certify that these details are correct and the pre-delivery inspection has been completed in accordance with Jaguar Cars Limited schedule.



Selling Dealer's Signature \_\_\_\_\_

## 2 Vehicle identification

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### Change of ownership, name and address

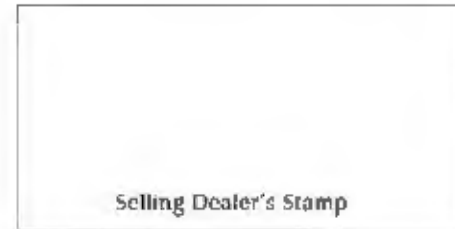
Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Tel. No. \_\_\_\_\_

Date of handover \_\_\_\_\_

Mileage \_\_\_\_\_



Selling Dealer's Signature \_\_\_\_\_

## Total care incident management terms and conditions 3

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'Total Care' is an on-going commitment from Jaguar to its customers. Our all-round protection is designed to give you complete peace of mind. The full terms and conditions of our services are set out below:

### Three Year Jaguar Emergency Assistance

Under the Jaguar Total Incident Management Scheme you are bound by the standard terms and conditions of RAC membership. You can obtain a copy of these from any RAC sales point or by telephoning the Jaguar Administration number on 01454 209006.

### Three Year Jaguar European Emergency Assistance

The JAGUAR EUROPEAN EMERGENCY ASSISTANCE provides a wide range of benefits but cannot assist or reimburse Beneficiaries in the event of claims arising directly as a result of any of the following:

- The Beneficiary or any other third party organising any of the services detailed in this booklet without first having authorisation from the JAGUAR EUROPEAN EMERGENCY ASSISTANCE and a file number.
- a) Damage to or loss of any property, or any loss or expenses whatsoever arising therefrom, OR  
b) Any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
  - i) Ionising radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel.
  - ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- Loss destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Motor racing, rallies, speed or duration tests or practise thereof.
- Damage or injury intentionally caused by the Beneficiary or resulting from his/her participation in a criminal act or offence.
- Loss, damage directly or indirectly occasioned by, or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- The Covered Vehicle being kept in an unroadworthy condition or not being serviced in accordance with the Manufacturer's recommendations.
- Any costs that would have been payable normally by the Beneficiary, such as petrol or toll charges.



## 4 Jaguar emergency assistance

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### 3 years, unlimited mileage Jaguar emergency assistance



**We have entered into a partnership with the RAC to bring you a 24 HOUR ROADSIDE ASSISTANCE SERVICE.**

Total Incident Management is a motoring package, available every day of the year for Jaguar and Daimler owners. All it takes is a free phone call to 0800 246 844 and you will receive a professional service from our dedicated team of Jaguar Incident Managers.

#### **Repair and recovery**

Wherever possible repairs will be completed quickly at the roadside, so that you can continue on your journey without further delay. Where a simple solution is not possible, your vehicle will be taken to the nearest Jaguar Dealer for repair.

#### **Vehicle re-delivery**

When repairs are complete, the vehicle will be delivered to the destination of your choice.

For this service, contact your Jaguar Incident Manager.

#### **Assured mobility**

So that you can continue on your journey contact the Jaguar Incident Management team again on 0800 246 844 quoting your vehicle registration number to arrange for an option most suited to your requirements:

- **A Replacement Vehicle When Needed** - An alternative (2 litre GLX Automatic) will be provided for onward travel to your destination for up to three days. Loan vehicles will be strictly determined by availability. You will be required to produce a copy of your driving licence for verification and payment of a fuel deposit.
- **In the event that your vehicle has been vandalised, stolen, or immobilised as a result of an accident, an alternative vehicle will be provided in accordance with the above assured mobility terms and conditions.**

- **Free Onward Travel** - Alternatively rail or taxi transport can be arranged for up to a maximum of £150 per person or £500 in total.
- **Luxury Hotel Accommodation** - If overnight accommodation is preferred, we can book a minimum of a 3 star hotel for driver and passengers. Again, up to a maximum of £150 per person or £500 in total.

#### **Post Incident accident management services**

If your car is stolen, vandalised or immobilised as a result of an accident, specialist help is available, by contacting a 24 hour Legal Helpline on 01454 209515.

- **Legal Pack** - An advice pack will be despatched within 24 hours of a request.
- **Personal Solicitor** - In cases of personal injury, you will be put in contact with a legal specialist within one hour of the incident during normal working hours and the next working day thereafter.

### Post incident accident management services (continued)

- **Legal Defence** - If the incident does not involve drink, drug abuse, socially unacceptable behaviour or guilty plea, representation in court by a local approved solicitor can be arranged.
- **Vehicle Inspection Service** - This can be conducted by an RAC engineer or appointed agent at a preferential rate - all with the minimum of inconvenience to you.
- **Repair Liaison** - To have your car back on the road as soon as possible, the legal services team can also liaise with both the insurers and the repairing dealer to resolve any disputes.
- **Uninsured Loss Recovery** - Will pursue the recovery of any uninsured losses incurred. This covers personal income and loss of clothing.

### Additional RAC personal membership - up to 50% off

Personal membership is available for up to five members of the family, living at the same address.

To take advantage of this offer, please contact Jaguar Administration on 01454 209006.

### Travelling abroad

If you are planning a trip abroad, simply call 0345 333222 and the RAC can help with route planning, road traffic information, legal requirements, European roadworks, maps and guides on request.

## 6 Jaguar European emergency assistance

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### 3 years, unlimited mileage

#### Jaguar emergency assistance

When you go motoring in Europe, you will take all the 'Total Care' privileges with you. Mondial Assistance, who are Europe's leading assistance organisation, will be protecting you all the way, 24 hours a day.

#### Multi-lingual staff

No matter where you are in Europe, you will always be understood with 'Total Care' protection. Simply dial the UK on +44 20 8686 1666 to be put in touch with one of our multi-lingual operators.

### Some simple definitions

**Covered Vehicle** is a Jaguar/Daimler for which the Jaguar European Emergency Assistance is valid (and which has been kept in a roadworthy condition and serviced in accordance with Jaguar Cars recommendations).

**Beneficiary/Beneficiaries** are all owners, users or passengers travelling in Europe in the Covered Vehicle at the moment assistance is required.

**Continental Europe** is defined as Andorra, Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal (but not Madeira), Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding the Canaries), Sweden, Switzerland, Turkey (European part) and Vatican City.

**Benefits** as described in this booklet will only apply if the Jaguar European Emergency Assistance arranges the Roadside Recovery or Home Assistance.

### Your assistance benefits in Europe

#### Roadside recovery

In the event of immobilisation the Jaguar European Emergency Assistance will organise and pay the costs of taking the Covered Vehicle to the nearest Jaguar Dealer capable of repairing the vehicle should roadside assistance prove unsuccessful.

#### Car hire

If despite Roadside or Home Assistance the vehicle cannot be repaired the same day the Jaguar European Emergency Assistance will contribute towards the cost of a temporary replacement vehicle up to the equivalent cost of a four day hire of an executive class vehicle during the time the Covered Vehicle remains immobilised. The Beneficiary must satisfy the requirements of the vehicle hiring company (age, valid and clean licence, fuel deposit, credit card details).

### Vehicle recovery

In the event of vehicle immobilisation where the Covered Vehicle cannot be repaired within four working days the Jaguar European Emergency Assistance will repatriate the vehicle to the Jaguar Dealer nearest to the Beneficiary's home address or planned destination.

In other circumstances when the Covered Vehicle cannot be repaired the same day, the Jaguar European Emergency Assistance will supply a first class rail ticket or scheduled air ticket to permit the Beneficiary or a person designated by him/her to collect the vehicle. If the Beneficiary requests it the Jaguar European Emergency Assistance will arrange for the vehicle to be returned. The maximum payable for the vehicle's return is equivalent to that of a first class rail or scheduled air ticket.

### Get you home/hotel accommodation

Should the Covered Vehicle not be repaired the same day the Jaguar European Emergency Assistance will organise and pay the following:

- a. First class rail transport or scheduled air transport to enable the Beneficiaries to return to their homes in the United Kingdom or to continue their original journey.
- b. A contribution towards hotel accommodation, up to the equivalent of a four star hotel, for up to seven nights from the first day of immobilisation. This only applies if the Beneficiaries have to prolong their stay because of such immobilisation.

### Parts delivery

In the event that the Jaguar European Emergency Assistance has taken the Covered Vehicle to a dealer for repairs and parts essential to the running of the vehicle are not available locally, the Jaguar European Emergency Assistance will organise and pay for the despatch of such parts to the repairing dealer.

### European customs duty

If following immobilisation of the Covered Vehicle abroad it is found that the vehicle is uneconomical to repair, the Jaguar European Emergency Assistance will pay any customs duty incurred as a result of the Covered Vehicle being abandoned.

### Additional car hire

If the Covered Vehicle is not returned to the United Kingdom following immobilisation on the date indicated by the Jaguar European Emergency Assistance, a temporary replacement vehicle up to the equivalent of a two day hire of an executive class vehicle will be organised and paid for by the Jaguar European Emergency Assistance.

### Terms and conditions

Refer to page 3 for the Total Care Incident Management terms and conditions.

## 8 The Jaguar warranty

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### Warranty benefits

The Jaguar Warranty is a comprehensive package of benefits designed to meet a high standard of aftersales care and support.

The following pages give full details of the Warranty. Please read these carefully in order to ensure that you obtain the full value of the benefits available.

For quick reference, a synopsis of the Warranty periods of cover is shown below.

#### Vehicle warranty (page 10)

3 years or 60,000 miles, whichever is the sooner

#### Paint surface warranty (page 15)

3 years, unlimited mileage

#### Corrosion (perforation) warranty (page 15)

6 years, unlimited mileage

#### Service items warranty (page 11)

1 year or 10,000 miles, whichever is the sooner

All Warranty benefits commence on the day that the vehicle is handed over to the first owner (where the vehicle is operated by the Jaguar Dealer, cover will commence on the date that the vehicle is put into service).

The Warranty Statements made on the following pages are additional to, and are not intended to affect, your statutory rights.

### How to obtain warranty assistance

Should your vehicle require attention under the Warranty arrangements, you should

- Take your vehicle to a Jaguar Dealer (preferably from whom it was purchased).
- Always provide your Jaguar Dealer with full information about the nature of any difficulty as quickly as possible.
- Always present the Jaguar Dealer with this book which will provide him with the information he needs before he can undertake a repair.

Warranty benefits commence on the date shown in the 'Vehicle identification' section, on page 1, under 'Date of handover'.

In the event of page 1 of this booklet being incomplete, Warranty assistance may be refused by the repairing dealer until the dealer has received confirmation from Jaguar Cars Limited that the vehicle in question is covered by the terms of the Jaguar Warranty.

### **How to obtain warranty assistance (continued)**

Your Jaguar Dealer will arrange an appointment so that you avoid having to be without the vehicle for longer than necessary.

If circumstances arise which make it impossible for you to return your vehicle for warranty or repair work to the original Jaguar Dealer from whom you bought it, you can get the work done at any other Jaguar Dealer.

### **Transfer of warranty**

Warranty benefits will continue to apply, regardless of any change of ownership.

Refer to page 19 for further information on Change of Ownership.

### **Touring**

Jaguar Cars Limited have a comprehensive service network in most parts of the world, and your local Jaguar Dealer will be able to obtain or provide information about the service network in other countries.

Should you require Warranty Assistance when travelling in any other country, take your vehicle to a Jaguar Dealer and point out the procedure shown on page 12. For convenience, the procedure is printed in several languages on pages 12 to 14.

The Jaguar Dealer will normally undertake required repairs free of charge. However, you may be required to pay (unless page 1 in this booklet is completed in full), in which event you should retain any invoices, and, where possible, displaced parts so that your Dealer can resolve the matter on your return home and you can obtain any reimbursement to which you are entitled.

## 10 Vehicle warranty

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### Vehicle warranty statement

Should any part of the vehicle require repair or replacement as a result of a material or manufacturing defect, the part will be repaired or replaced completely free of charge by any authorised Jaguar Dealer providing that this booklet is presented to the repairing dealer and page 1 is complete

In all repairs carried out by a Jaguar Dealer, genuine Jaguar Approved Parts (new or remanufactured to approved quality standards) will be used, any displaced parts will become the property of Jaguar Cars Ltd

### Duration of the vehicle warranty

For details of Vehicle Warranty Paint, Corrosion (Perforation) and Service Items, see page 8.

### Owner's responsibilities – vehicle warranty

No responsibility will be accepted by Jaguar Cars Limited where repair or replacement is required as a direct result of

- Normal wear and tear
- The vehicle not having been maintained in accordance with Jaguar recommendations using only Jaguar specified parts.
- The vehicle having been damaged by neglect, accident, improper use, or having been used for competitive purposes
- The vehicle having been altered from Jaguar Cars specifications

Items which are subject to adjustment or replacement during normal service or maintenance operations are not covered by the Warranty unless the work is required as a direct result of a manufacturing defect. Please see Service Items Warranty

Listed below are the items affected

- Replacement or 'top-up' of consumable fluids, i.e. oil s, anti-freeze, brake fluid, windscreen wash solution and refrigerant
- Wiper blades.
- Oil and fuel filters.
- Drive belts – replacement or adjustment.
- Wheel alignment/balancing/geometry
- Lubrication.
- Engine set up.
- Spark plugs.
- Glass replacement due to impact damage or scratching.
- Alignment of hinged body panels: glass, suspension and exhaust system
- Tyres
- Brake pad replacement/Handbrake adjustment
- Headlamp adjustment.

## Vehicle warranty 11

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### Service items

Parts that will be replaced as part of a normal service schedule are warranted against manufacturing defects. The period of cover will apply up to the parts first scheduled service change point. The period of cover for any item, may not exceed the time and mileage limitation of the vehicle warranty, that applies to the vehicle.

The parts that fall into this category for all models are

- Oil filter
- Fuel filter
- Air filter
- Drive belts.
- Spark plugs.

Parts changed during a scheduled service will benefit from the parts warranty

Parts that require repair or replacement but are recognised as having a limited service life are warranted against manufacturing defects for a period of cover as defined on page 8

The parts that fall into this category for all models are:

- All light bulbs (interior and exterior)
- Brake pads.
- Wiper blades.

Similarly, adjustments required to overcome a manufacturing defect are covered for the same periods as Service Items defined on page 8, subject to any limitations. For further details contact your Jaguar Dealer. (The term 'adjustments' refers to minor repairs or adjustments not usually associated with the replacement of parts.)

Such adjustments are

- Alignment of hinged body panels, glass, suspension, headlamps and exhaust system.
- Wheel and tyre balancing.
- Engine set up
- Wheel alignment/geometry

Items which are subject to adjustment, replacement or inspection during normal service schedule or maintenance operations as listed on the vehicle maintenance sheet, must not be made the subject of a warranty claim unless the work is required as a direct result of a manufacturing defect.



## 12 Vehicle warranty

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### Vehicle warranty statement in other countries

#### To Jaguar dealers

Should the vehicle to which this Service Record applies require emergency warranty repairs which affect its running condition or safe operation, you are requested to provide such service free of charge. The claim for reimbursement should be sent to your Importer in the usual way. Should you find it necessary to charge the customer, you should provide an invoice which shows the repair operation performed and the individual parts used. Where possible make the displaced parts available to the owner.

The Customer may be charged if this booklet is not produced or is incomplete. Where doubt exists as to the validity of the Warranty on the vehicle identified in this booklet, the repairing dealer should contact their Importer/Jaguar Cars for clarification of its validity.

#### Till Jaguar-verkstäder

Om fordonet, till vilket denna Servicejournal hör, är i behov av garantireparation som anses beröra trafiksäkerheten, ombeds Ni utföra sådan reparation utan kostnad för kunden. Garantirapport skall därefter insändas till bolaget på vanligt sätt. Om Ni finner det nödvändigt att debitera kunden, skall han erhålla en faktura, av vilken framgår reparationens omfattning samt vilka delar som bytts ut. Om möjligt skall de utbytta delarna överlämnas till kunden.

Kunden kan debiteras, om detta häfte inte överlämnas eller inte är komplett. Om det uppstår tvivel beträffande giltigheten av garantin som gäller fordonet som identifieras i detta häfte, ska återförsäljaren som utför reparationen kontakta importören eller Jaguar Cars för klargörande om dess giltighet.

#### A l'attention des concessionnaires Jaguar

Au cas où le véhicule auquel ce carnet d'entretien se réfère nécessiterait des réparations urgentes couvrites par la garantie et affectant le fonctionnement du véhicule ou la sécurité, vous devrez effectuer ces travaux à titre gratuit. La demande de remboursement devra être adressée à votre Distributeur selon le processus habituel. Dans le cas où vous jugerez nécessaire de faire payer le client, vous devrez lui remettre une facture indiquant le travail effectué et mentionnant le détail des pièces utilisées. Lorsque cela sera possible, tenir les pièces remplacées à la disposition du propriétaire du véhicule.

Le client pourra être facturé si ce livret n'est pas présenté ou s'il est incomplet. En cas de doute sur la validité de la garantie applicable au véhicule identifié dans ce livret, le concessionnaire réparateur devra prendre contact avec son importateur/Jaguar Cars pour vérifier sa validité.

### Aan Jaguar-dealers

Als het noodzakelijk is onder garantie in noodgevallen reparaties te verrichten aan het voertuig waarop dit 'Serviceboek' van toepassing is, en als deze reparaties betrekking hebben op de rijtoestand en het veilig rijden met het voertuig, wordt u verzocht deze service gratis te verlenen. De claim voor schadeboosstelling dient u op de gebruikelijke wijze in te dienen bij uw importeur. Als u het noodzakelijk acht het bedrag aan de klant in rekening te brengen, moet u een factuur aan de klant verstrekken waarop de reparaties en alle gebruikte onderdelen zijn vermeld. Stel zomogelijk de vervangen onderdelen ter beschikking van de eigenaar.

Aan de klant kunnen kosten in rekening gebracht worden wanneer dit boekje niet wordt overlegd of onvolledig is. Bij twijfel omtrent de geldigheid van de garantie op de auto die in dit boekje wordt vermeld, dient de reparerende dealer contact op te nemen met de importeur/Jaguar Cars om de zekerheid te krijgen omtrent de geldigheid van de garantie.

### Hinweis für Jaguar-Vertragspartner

Falls zur Wiederherstellung des ordnungsgemäßen Fahrzustands bzw. des sicheren Fahrzeugbetriebs, für den dieser Servicenachweis gilt, Notreparaturen im Rahmen der Garantie erforderlich sind, werden Sie gebeten, diese Reparaturen kostenlos durchzuführen. Die Kostenrückerstattung erfolgt üblicher Weise durch den für Sie zuständigen Importeur. Sollte es erforderlich sein, dem Kunden geleistete Dienste zu berechnen, bitten wir um die Ausstellung einer Rechnung, auf der die durchgeführten Reparaturen und verwendeten Teile aufgeführt sind. Bitte überlassen Sie die ausgebauten Teile soweit wie möglich dem Besitzer des Fahrzeugs.

Dem Kunden können die Kosten in Rechnung gestellt werden, falls dieses Informationsheft nicht vorgelegt wird oder unvollständig ist.

Bei Zweifel bezüglich dem Anspruch auf Garantie für das in diesem Heft ausgewiesene Fahrzeug sollte der Händler, der die Reparatur durchführt, mit seinem Importeur bzw. mit Jaguar Kontakt aufnehmen, um diesen Sachverhalt zu klären.

Continued

**IMPORTANT**  
**IF YOU HAVE RECENTLY ACQUIRED**  
**A USED JAGUAR OR DAIMLER MOTOR CAR,**  
**OR IF YOUR REGISTERED ADDRESS HAS CHANGED,**  
**PLEASE FILL IN THE DETAILS BELOW.**

**THEN RETURN THIS CARD TO**  
**JAGUAR CARS LIMITED**  
**AT THE ADDRESS OVERLEAF.**

CHANGES REQUIRED (PLEASE COMPLETE THIS SECTION IN BLOCK CAPITALS):

NAME \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

POSTCODE \_\_\_\_\_

NEW VEHICLE PURCHASE DATE: \_\_\_\_\_

MODEL \_\_\_\_\_

VEHICLE REGISTRATION No \_\_\_\_\_

VIN/VCI ASSIS Max \_\_\_\_\_

PLEASE MOISTEN, FOLD AND SEAL BOUND EDGE OF FORM BEFORE POSTING

JAGUAR CARS LIMITED  
B/1/027  
WARRANTY DEPARTMENT  
BROWNS LANE  
ALLESLEY  
COVENTRY  
CV5 9DR



BUSINESS REPLY SERVICE  
Licence No. CL3408

# CHANGE OF OWNERSHIP OR ADDRESS CARD



## Paint and corrosion warranties 15

### Paint surface warranty statement

Should the paint surface of the vehicle body require attention due to a defect in material or application, any necessary repairs will be undertaken by a Jaguar Dealer, completely free of charge

### Duration of the paint surface warranty

Warranty cover will apply for a period of 3 years, unlimited mileage

### Corrosion (Perforation) warranty statement

Should any part of the bodywork of the vehicle be perforated by corrosion (i.e. a hole that penetrates through the bodywork), the panel(s) affected by the perforation will be repaired or replaced by any authorised Jaguar Dealer, completely free of charge

For the purpose of this Warranty, 'bodywork' is defined as metal panels, including doors, bonnet, boot lid, engine and boot compartments, wings, sills, scuttles, roof, floor panel, frames and chassis members, but excluding attachments such as bright trim, bumpers, mouldings and hinges.

### Duration of the corrosion (perforation) warranty

Warranty cover will apply for a period of 6 years, unlimited mileage

### Owner's responsibilities – paint surface warranty and corrosion (perforation) warranty

These warranties do not cover paintwork damage or corrosion perforation caused by or arising from the following:

- Failure to maintain paint and bodywork by regular cleaning in accordance with Jaguar Cars recommendations.
- Factors that are beyond the control of Jaguar Cars such as natural hazards (salt, industrial fall out, storm damage, acid rain) and damage (including stone chips, scratches and use of unsuitable cleaning agents)
- Deterioration resulting from failure to immediately report and have rectified any defect or condition covered by these warranties.
- Accident repairs using non-Jaguar approved materials and/or methods of repair

- Alterations of the vehicle from Jaguar's original specification

### Jaguar centres of excellence

In the event of the vehicle requiring body repairs due to accident damage, your Jaguar Dealer can ensure that the repairs are carried out by a Jaguar Centre of Excellence, using only Jaguar approved parts, materials and repair techniques. This will ensure that warranty cover will continue on the repaired body sections for the remaining period of the corrosion (perforation) warranty.

## 16 Parts and accessories warranty

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### Jaguar parts and accessories

In addition to the 'Vehicle Warranty', which covers parts supplied as original equipment when the vehicle was purchased, there is a separate 'Jaguar Parts Warranty' for Genuine Jaguar parts and accessories purchased by the customer from a Jaguar Dealer.

All genuine Jaguar parts are covered by this warranty and have been tested and approved by Jaguar for use on Jaguar and Daimler vehicles.

**Note:** Genuine JAGUAR Parts and Accessories have been specifically designed to help maintain JAGUAR vehicles to comply with JAGUAR's safety and reliability standards. We therefore recommend you to use only genuine JAGUAR Parts and Accessories for your vehicle. Please be advised that "Non-genuine JAGUAR Parts and Accessories" have neither been tested nor approved by JAGUAR, and that, in spite of constant observation of the market, JAGUAR cannot evaluate their suitability and safety neither isolated nor when fitted to our cars. Any consequential damage caused by the fitment of "Non-genuine JAGUAR Parts and Accessories" is not covered by the warranty.

### Vehicle options

Should any vehicle accessory listed in the Jaguar Vehicle Price List that was fitted by a Jaguar Dealer prior to handover of the vehicle, fail due to a material or manufacturing defect, the part will benefit for the same period of cover as the Vehicle Warranty - see page 8.

### Duration of the vehicle options warranty

Warranty cover will apply for a period of 3 years or 60,000 miles, whichever is the sooner.

### Owner's responsibilities - options warranty

Refer to the Vehicle Warranty Owner's Responsibilities on page 10.

### Parts and accessories warranty statement

Should any genuine Jaguar Part require repair or replacement as a result of a material or manufacturing defect, the Part will be repaired or replaced completely free of charge by any authorised Jaguar Dealer.

Where the Part is being repaired or replaced under the terms of this warranty by a Jaguar Dealer, no labour charge will be made for such repair or replacement. However, where the work is undertaken by any person or Company not holding the Jaguar Franchise, no contribution will be made to labour charges.

### Duration of the parts and accessories warranty

Warranty cover will apply for a period of 12 months, unlimited mileage, from the date of purchase of the part.

**Parts and accessories warranty statement  
(continued)**

**Owner's responsibilities – parts and accessories warranty**

No responsibility will be accepted by Jaguar Cars Limited where repair or replacement is required as a direct result of

- The Part, or any vehicle to which it has been fitted, having not been maintained in accordance with the manufacturer's recommendations
- The Part having been damaged by neglect, accident, improper use or fitting or having been used for competitive purposes
- The Part having been altered from the manufacturer's specifications or used for a purpose for which it was not designed or intended

## 18 Code of practice

### Jaguar Cars and the code of practice on vehicle safety defects

A section of the Code of Practice agreed between all motor manufacturers and the United Kingdom Ministry of Transport requires that all safety defects which may occur in design features or construction and are subject to a campaign recall for rectification, must be notified to the owners of the affected vehicles together with information on the action the owner must take.

Jaguar Cars not only adhere rigidly to the requirements of the code but, in addition we offer you a unique information service so that you or the owner of any vehicle manufactured by us since January 1983 can find out quickly if his or her vehicle has ever been subject to recall action, and if so, whether the defect has been rectified and by whom, or what action to take in the unlikely event that the defect has not been rectified.

All you need to do is to contact your Jaguar Dealer and give details of the vehicle as detailed on the VEHICLE IDENTITY page.

Your Dealer will record details of any work carried out on your vehicle under a Service or Recall Campaign on this page.

Campaign No.	Action	Date

The policy of Jaguar Cars Limited is one of continuous improvements and the right is reserved to change details contained in this booklet at any time without notice.



### **Change of ownership or address**

The following warranty benefits will continue to apply regardless of any change of ownership.

- Three Year 60,000 Miles Vehicle Warranty
- Six Year Corrosion (Perforation) Warranty
- Three Year Paint Surface Warranty
- Three Year Jaguar Emergency Assistance
- Three Year Jaguar European Emergency Assistance
- Optional Warranties.

If you are a new owner of a used car, or if your registered address has changed, please complete and return the change of ownership or address form supplied with this booklet. Your personal 'Total Care' card will be forwarded to you.

Terms and conditions of our 'Total Care' service are detailed on page 3.

## 20 Maintenance

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### Maintenance

Regular maintenance by a franchised Jaguar Dealer together with the exclusive use of Jaguar parts is the key to economy, safety and reliability for your vehicle.

Some simple checks/adjustments, which you or any filling station can perform, are required weekly or before a long journey. These include attention to the following items:

- Engine oil level.
- Brake reservoir fluid level.
- Power assisted steering reservoir fluid level.
- Coolant level.
- Battery levels.
- Windscreen washer reservoir.
- Tyre pressures, including spare tyre.
- Operation of all lights and warning systems.

### Tyres

It is important for your safety that you always use the correct type of tyre and maintain your tyre pressures in accordance with the recommendations given in the Driver's Literature Pack.

Check your tyres at frequent intervals for general condition, pressure and uneven wear, especially if fast motoring is anticipated.

### Hydraulic brake systems

In addition to the recommended inspection of all brake components, it is advisable as a precaution against the effects of wear and deterioration, to make a more searching inspection and renew parts as necessary.

Brake fluid should be changed completely every two years. Only use the recommended brake fluid.

The work detailed for the brake system requires a great deal of skill and should be entrusted to your Jaguar Dealer.

### Service intervals

Maintenance must be carried out at 10,000 miles or 12-monthly intervals from the date that the vehicle is handed over to the first Owner, whichever comes first.

It may be necessary for you to give your Jaguar Dealer adequate notice when ordering a maintenance service so that the prescribed intervals are not exceeded.

Ensure that the Jaguar Dealer dates and signs the scheduled maintenance record which can be found on pages 23 to 26.

### Severe driving conditions

When vehicles are used under severe driving conditions maintenance must be carried out at 6-monthly intervals.

Severe driving conditions include:

- Driving in dusty conditions.
- Driving on unmetalled road surfaces.
- Driving in countries with high ambient temperatures.
- Driving in severe cold weather.
- Driving in areas using road salt or other corrosive materials.

## 22 Pre-delivery record

### Pre-delivery inspection

The prime function of the Pre-Delivery inspection is to ensure that the new vehicle is delivered in the condition demanded by Jaguar Cars Limited.

The Pre-Delivery Inspection also ensures that all transit kit items are removed prior to delivery to the customer

#### PRE-DELIVERY INSPECTION

We certify that the Pre-Delivery Inspection has been completed in accordance with the schedule applicable to your vehicle.

Date

Miles

DEALER'S STAMP

Signed

## Repair and replacement record 23

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

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## 24 Repair and replacement record

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Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used    Yes <input type="checkbox"/> No <input type="checkbox"/>	
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used    Yes <input type="checkbox"/> No <input type="checkbox"/>	
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used    Yes <input type="checkbox"/> No <input type="checkbox"/>	
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used    Yes <input type="checkbox"/> No <input type="checkbox"/>	
DEALER'S STAMP	

## Repair and replacement record 25

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

## 26 Repair and replacement record

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	

Date	Miles
Repair/replacement description	
Invoice number	
Original Jaguar parts used	Yes <input type="checkbox"/> No <input type="checkbox"/>
DEALER'S STAMP	



## Scheduled maintenance record 27

### Scheduled maintenance record

The following pages are for your Service History Record. It is in your interest, as evidence of the regular maintenance your vehicle has received, to ensure that after each service the appropriate entry is stamped and completed by the servicing Jaguar Dealer.

We certify that the Maintenance Service has been completed in accordance with the latest schedule applicable to your vehicle.

Date	Miles
<b>1 year or 10,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>2 years or 20,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>3 years or 30,000 mls</b>	
DEALER'S STAMP	
Signed	

REPLACEMENT

## 28 Scheduled maintenance record

Date	Miles
<b>4 years or 40,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>5 years or 50,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>6 years or 60,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>7 years or 70,000 mls</b>	
DEALER'S STAMP	
Signed	

## Scheduled maintenance record 29

Date	Miles
<b>8 years or 80,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>9 years or 90,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>10 years or 100,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>11 years or 110,000 mls</b>	
DEALER'S STAMP	
Signed	

### 30 Scheduled maintenance record

Date	Miles
<b>12 years or 120,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>13 years or 130,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>14 years or 140,000 mls</b>	
DEALER'S STAMP	
Signed	

Date	Miles
<b>15 years or 150,000 mls</b>	
DEALER'S STAMP	
Signed	

**JJM 10 80 18/00**



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